



**Bids and Awards Committee**

**BID BULLETIN NO. 1**

**SUBSCRIPTION TO E-MAIL SERVICE FOR A PERIOD OF ONE (1) YEAR**


All Prospective Bidders are hereby informed of the following amendments to the SEC Bidding Document:

CLARIFICATIONS: SEC REQUIREMENT	RESPONSES/AMENDMENTS
<p><b>Section III – Bid Data Sheet</b></p> <p><b>ITB Clause 15 – Sealing and Marking of Bids.</b></p> <ul style="list-style-type: none"> <li>How many set of bid document to be submitted?</li> </ul> <p><b>ITB Clause 20.2 – Post-Qualification Requirement</b></p> <ul style="list-style-type: none"> <li>Referring to a single contact that is similar to project and whose value must be at least fifty percent (50%) of the ABC to be bid.</li> </ul> <p>Are aggregated contract equivalent to 50% percent of the ABC will be allowed?</p>	<p>Each Bidder shall submit one <b>(1) originally signed certified true copy of the original document and two (2) duplicate copies</b> of the first and second components of its bid. <i><b>Bidder must arrange each bid documents into sections with tabs properly labeled separating each document according to the provided checklist.</b></i></p> <p><b>Yes, it is allowed per ITB Clause 5.3(c) of the bidding document.</b></p>
<p><b>Section VII. Technical Specifications</b></p> <ul style="list-style-type: none"> <li>What must be stated in the column “Statement of Compliance”?</li> <li>In providing trainer/s to conduct the email Administrator’s Training and End-User’s Training, is it an On-site training or Off site training?</li> <li>Can you provide a sample or a format of Service Level Agreement (SLA)?</li> </ul>	<p><b>Compliant/Complied will suffice.</b></p> <p><b>Off-site or Online training will do.</b></p> <p><b>Yes, please see attached Annex A.</b></p>

This Bid Bulletin No. 1 shall form an integral part of the Bidding Document.

October 13, 2021

Prepared by:

  
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BAC Secretariat

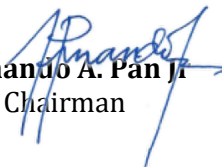
Reviewed by:

  
**Rodel Presco**  
End-User's Representative

Noted by:

  
**Norlan M. De Las Alas**  
BAC Secretariat

Approved by:

  
**Armando A. Pan Jr.**  
BAC Chairman

## Service Level Agreement for E-Mail Services

1. Services web interface will be operational and available to SEC at least 99.9% of the time in any calendar month.
2. Guaranteed response time of 15 minutes from receipt of notice by phone.
3. Guaranteed repair time of 100% within 6 hours
4. Submission of incident report within 24 hours from resolution of faults encountered
5. SEC can avail of rebates or service credit if system inaccessibility or interruption of service occurs.
6. Rebate is computed starting upon official receipt of complaint by phone.

Table of Rebate

Monthly Uptime Percentage	Days of Service added to the end of the Service term (for offline billing) or monetary credit equal to the value of days (for online billing), at no charge to SEC
< 99.9% - >= 99.0%	3
< 99.0% - >= 95.0%	7
< 95.0%	15

"Monthly Uptime Percentage" means total number of minutes in a calendar month minus the number of minutes of Downtime suffered in a calendar month, divided by the total number of minutes in a calendar month.